

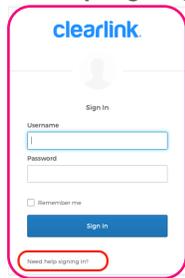
# How to reset your Okta password

You will want to make sure you have activated your Okta account before you can access Okta for the first time. In order to activate your account, you should have received an email from Okta directly with setup instructions. If you have not received this email, you can submit a IT support ticket at [help.clearlink.com](http://help.clearlink.com) and a member of IT support with request Okta resend the activation email to both your personal email address and your Corporate Clearlink provided email address.

## 01

If you are not sure what your Okta Password is, that is okay. You can reset your password very easily on your own.

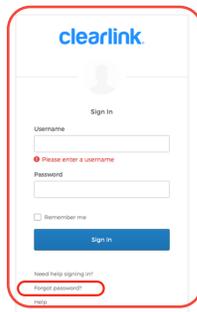
First, click on **“Need help signing in”**



The screenshot shows the Clearlink sign-in page with fields for Username and Password, a Remember me checkbox, and a Sign in button. A red circle highlights the 'Need help signing in?' link at the bottom left.

## 02

Next, click on **“Forgot Password”**. Do not click on “Help” as that will take you to another menu.



The screenshot shows the Clearlink sign-in page with fields for Username and Password, a Remember me checkbox, and a Sign in button. A red circle highlights the 'Forgot password?' link at the bottom left.

## 03

Here you will type in your Personal email address that you entered in Workday. If you have not entered a personal email address in Workday, no worries, lets show you how to update your workday account.



The screenshot shows the Clearlink Reset Password page with a field for Email or Username and a Reset via Email button. A red circle highlights the Reset via Email button.

## 04

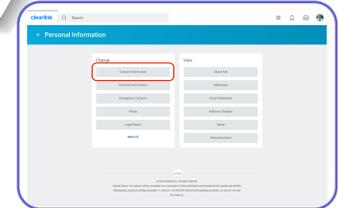
Now, log into Workday (If you are not able to sign into workday, please submit a IT support ticket at [Help.clearlink.com](http://Help.clearlink.com) and a member of the IT support team will send you a temporary one time use password you can use to sign in) and click on **“Personal Information”**.



The screenshot shows the Workday Personal Information page with a red circle highlighting the 'Personal Information' link in the top navigation bar.

## 05

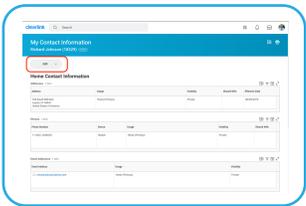
Once you see this page, click on **“Contact Information”**



The screenshot shows the Workday Personal Information page with a red circle highlighting the 'Contact Information' link in the top navigation bar.

## 06

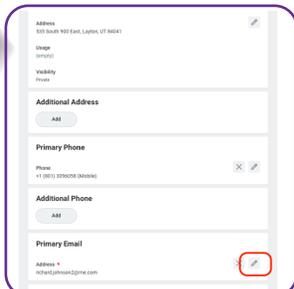
Once you see this page, click on **“Edit”**



The screenshot shows the Workday Contact Information page with a red circle highlighting the 'Edit' button in the top right corner.

## 07

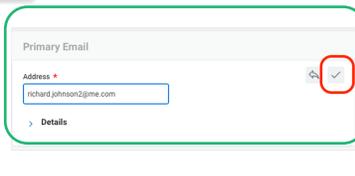
Once you click on “Edit” it will bring up the edit options. Scroll down and click on the **Pencil icon next to the “Primary Email” box.**



The screenshot shows the Workday Contact Information edit page with a red circle highlighting the pencil icon next to the Primary Email field.

## 08

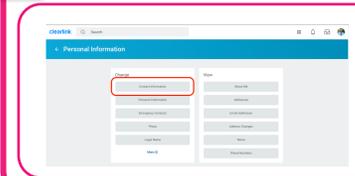
Click on the **“check mark”** icon when you have entered the email address you want to use. Make sure this is your personal email address as we will not be able to send the password reset to your Clearlink provided email address.



The screenshot shows the Workday Contact Information edit page with a red circle highlighting the checkmark icon next to the Primary Email field.

## 09

Once you see this page, click on **“Contact Information”**



The screenshot shows the Workday Personal Information page with a red circle highlighting the 'Contact Information' link in the top navigation bar.

## 10

Once you have confirmed that your personal email address is in Workday, You can now enter your personal email address here and Okta will then send you a password reset email with the steps in resetting your Okta password.



The screenshot shows the Clearlink Reset Password page with a red circle highlighting the Reset via Email button.